

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

ORIGINAL

Docket No. _____
ICC Office Use Only

TelCentris Communications, LLC

Application for a certificate of
(local and interexchange) authority
to operate as a facilities-based
carrier) of telecommunications services
throughout the State of Illinois.

09-0082

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ILLINOIS
COMMERCE COMMISSION

**APPLICATION FOR CERTIFICATE TO BECOME A
TELECOMMUNICATIONS CARRIER**
(Use additional sheets as necessary.)

GENERAL

1. Applicant's Name (including d/b/a, if any) FEIN # 90-0346115

TelCentris Communications, LLC

Address: Street 10180 Telesis Court, Ste. 150

City San Diego State/Zip CA 92121

2. Authority Requested: (Mark all that apply) ☒ 13-403 Facilities Based Interexchange

☒ 13-404 Resale of Local and/or Interexchange

☒ 13-405 Facilities Based Local

3. Request for waivers/variances: In applications for local exchange service authority under Sections 13-404 or 13-405, waivers of Part 710 and of Section 735.180 of Part 735 are generally requested. In applications for interexchange service authority under Sections 13-403 and 13-404, waivers of Part 710 and Part 735 are generally requested. Please indicate which waivers Applicant is requesting and explain why Applicant is requesting each waiver/variance.

☒ Part 710 Uniform System of Accounts for Telecommunications Carriers
(See Exhibit C.)

☒ Part 735 Procedures Governing the Establishment of Credit, Billing, Deposits,
Termination of Service and Issuance of Telephone Directories for Local
Exchange Telecommunications Carriers in the State of Illinois

☒ Section 735.180 Directories (ILEC will publish Applicant's customer
information in their directory.)

☒ Other - 83 Ill. Adm Code Part 250 (see No. 13.); Part 725.500(o) and
725.620(b)
(see Exhibit B(9)).

For all applicants requesting local exchange authority under Section 13-404 or Section 13-405, please complete the following:

- (a) the Standard Questions for Applicants Seeking Local Exchange Service Authority found in Appendix A of this document
- (b) the 9-1-1 Questions for Applicants Seeking Local Exchange Service Authority found in Appendix B of this document;
- (c) the Financial Questions for Applicants Seeking Local Exchange Service Authority found in Appendix C of this document; and
- (d) if applicable, the Prepaid Service Questions for Applicants Seeking Local Exchange Service Authority found in Appendix D of this document.

5. In what area of the state does the Applicant propose to provide service?

Initially service will be provided in the Chicago area, but the Company seeks authority to provide service throughout the State of Illinois.

6. Please attach a sheet designating contact persons to work with Staff on the following:

- a) issues related to processing this application
- b) consumer issues
- c) customer complaint resolution
- d) technical and service quality issues
- e) "tariff" and pricing issues
- f) 9-1-1 issues
- g) security/law enforcement

Please identify each contact person's (i) name, (ii) title, (iii) mailing address, (iv) telephone number, (v) facsimile number, and (vi) e-mail address.

See Exhibit E.

7. Please check type of organization?

☐ Individual ☐ Corporation
☐ Partnership Date corporation was formed _____
In what state? Nevada on 1/16/08
☒ Other (Specify) Limited Liability Company (LLC)

8. Submit a copy of articles of incorporation and a copy of certificate of authority to transact business in Illinois.

See Exhibit F.

9. List jurisdictions in which Applicant is offering service(s).

California

10. Has the Applicant, or any principal in Applicant, been denied a Certificate of Service or had its certification revoked or suspended in any jurisdiction in this or another name?

☐ YES (Please provide details) ☒ NO

11. Have there been any complaints or judgments levied against the Applicant in any other jurisdiction?

____ YES X NO

If YES, describe fully. _____

12. Has Applicant provided service under any other name?

____ YES X NO

If YES, please list. _____

13. Will the Applicant keep its books and records in Illinois? ____ YES X NO
If NO, permission pursuant to 83 Ill. Adm Code Part 250 needs to be requested.

Applicant requests a waiver of 83 Ill. Adm Code Part 250. Applicant's headquarters is in San Diego, California, and it would be extremely inconvenient to maintain books and records within Illinois.

MANAGERIAL

14. Please attach evidence of the applicant's managerial and technical resources and ability to provide service. This may be in either narrative form, resumes of key personnel, or a combination of these forms.

See Exhibit H.

15. List officers of Applicant.

<u>Bryan Hertz, Chief Executive Officer</u>	<u>Phil Melemed, Controller</u>
<u>Michael Faught, President & Chief Financial Officer</u>	<u>Kevin Hertz, Chief Technical Officer</u>
<u>Bob Hertz, Chief Information Officer</u>	_____

16. Does any officer of Applicant have an ownership or other interest in any other entity which has provided or is currently providing telecommunications services? ____ YES X NO

If YES, list entity. _____

17. How will Applicant bill for its service(s)? (At a minimum, describe how often the Applicant will bill for service and details of the billing statement.)

Applicant will bill monthly and bills will contain detailed descriptions of services and rates provided.

TelCentris bills on a monthly basis for services and the due date of that billing is dependent on the customer installation date. TelCentris is striving to be a "Green" company and we utilize an e-mail billing notification. The customers billed invoice contains descriptions of the services that they are being billed for, as well as details of any calls that they are being charged for. It also itemizes all taxes, surcharges and any additional fees that may be included.

18. How does Applicant propose to handle service, billing, and repair complaints? (At a minimum, describe Applicant's internal process for complaint resolution, the complaint escalation process, the timeframe and process by which the customer is notified by Applicant that they may seek assistance from the Commission?)

Applicant maintains a fully staffed and trained customer service center to handle service issues, as well as billing and repair complaints. These employees will attempt to resolve consumer issues to the consumer's satisfaction on that first call. If that is not possible, the call will be escalated to a manager for resolution. If the customer is still not satisfied, the consumer will be given contact information for the Illinois Commerce Commission and instructions for seeking resolution at the Commission.

Upon successful installation, all customers receive a "Welcome" Kit from TelCentris. This "Welcome" Kit contains important information on their services, equipment provided, contact information, procedures to follow in the event of a service issue and an escalations document.

TelCentris has e-mail avenues available to customers, such as billing@telcentris.com, and support@telcentris.com. For simple billing questions customers are directed and encouraged to contact the billing department. For service related issues, customers are directed and encouraged to follow the process below.

TelCentris has a commitment to our customers to respond to Trouble Tickets 24 hours a day, 7 days a week, 365 days a year. TelCentris has both a Toll Free Customer Support telephone number and a Customer Support Web Portal. Customers are directed and encouraged to open a Trouble Ticket via the Web Portal, but in the event that they call the Toll Free number, a ticket will be opened for them. If nobody is available to answer the call live, a voicemail notification is sent out to all engineering cell phones and an e-mail notification is sent to all engineering cell phones if a Trouble Ticket is opened. Once the Trouble Ticket has been opened, it has the visibility of multiple engineers that are capable of addressing and resolving issues, from simple programming to major outages. TelCentris has a 4 hour commitment to review and respond to all Trouble Tickets in the system.

The Trouble Ticket system automatically generates an e-mail to all support engineers that are trained to address any customer issues. If the ticket has not been responded to in the 4 hour commitment window, the system automatically generates a notification to the next level support manager. Automatic escalation procedures are in place, via the Trouble Ticket system. Customers are also given an escalation document that can be followed in the event that they are not getting a timely response. It is TelCentris policy to ensure that all customers are handled in a timely and appropriate manner.

19. Will personnel be available at Applicant's business office during regular working hours to respond to inquiries about service or billing? ☒ YES ☐ NO

20. What telephone number(s) would a customer use to contact your company?

Customers may use Applicant's toll-free number 866-612-8647 or call the Company directly at 858-952-0696.

21. Will Applicant abide by all Federal and State slamming and cramming laws pursuant to Section 13-902 of the Public Utilities Act and Section 258 of the 1996 Telecommunications Act?

☒ YES ☐ NO

22. Please describe applicant's procedures to prevent slamming and cramming of customers?

Upon acceptance of TelCentris services, our customers are required to give us a list of any parties that are authorized to make changes to their account. They are also required to create a password to that account and any authorized party calling in to make changes are required to have that password. Any notification that TelCentris receives from an alternate Carrier to port out any customer number is followed up on, verified (both with the alternate Carrier and the customer) and approved or denied accordingly. TelCentris makes every effort to ensure that no customer is moved to an alternate service without the express written consent of the customer.

The Company will also, upon request of a change to an account, verify the identity of the customer, that they agree to the changes requested, and verify what changes apply to which number(s) and which services. The Company makes a commitment to its customers that they will not be billed for any services they did not authorize and will only add services to a customer's account when the customer themselves calls to add the services.

23. If granted authority to operate as a local exchange carrier, will the applicant abide by the following 83 Illinois Administrative Code Parts: 705, 710, 720, 725, 730, 732, 735, 755, 756, 757, 770, and 772?

☒ YES ☐ NO (with the exception of the Parts the Applicant is seeking a waiver for)

24. Is Applicant aware that it must file tariffs prior to providing service in Illinois?

☒ YES ☐ NO

FINANCIAL

18. Please attach evidence of Applicant's financial fitness through the submission of its most current income statement and balance sheet, or other appropriate documentation of applicant's financial resources and ability to provide service.

See Exhibit G.

TECHNICAL

26. Does Applicant utilize its own equipment and/or facilities? ☒ YES ☐ NO

If YES, please list the facilities Applicant intends to utilize. Also include evidence that Applicant possesses the necessary technical resources to deploy and maintain said facilities:

Applicant will install point of presence including soft switching equipment, a carrier hotel in Chicago. From there Applicant will order trunks to ILEC access tandems in order to route traffic to and from end users.

Please see Exhibit H for evidence of technical experience.

If NO, which facility provider(s)'s services does the Applicant intend to use?

27. Please describe the nature of service to be provided (e.g., operator services, internet, debit cards, long distance service, data services, local service, prepaid local service).

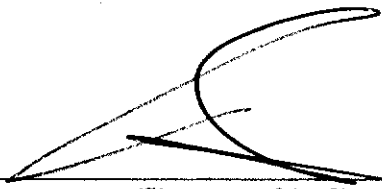
Limited Facilities-Based and/or Resold Local Exchange, IntraLATA and InterLATA Interexchange Telephone Service

28. Will technical personnel be available at all times to assist customers with service problems?

☒ YES ☐ NO

29. If Applicant intends to provide payphone service, will the equipment utilized comply with FCC requirements and Finding (9) of the Commission Order entered in Docket No. 84-0442 on June 11, 1986, including, but not limited to: (a) touch dialing; (b) access to 9-1-1 and "0" operator dialing without use of a coin; (c) rules governing use of payphones by disabled persons; (d) ability to complete local and long-distance calls; (e) unlimited duration for local calls; and (f) a message explaining the telephone's general operations, dialing instructions for emergency assistance, payphone owner's name, method of reporting service problems and method of receiving credit for faulty calls? *N/A*

_____ YES _____ NO



(Signature of Applicant)

VERIFICATION

This application shall be verified under oath.


OATH

State of California)
)ss
County of Alameda)

Kristopher Twomey makes oath and says that he is Regulatory Counsel
(Insert here the name of affiant) (Insert the official title of the affiant)

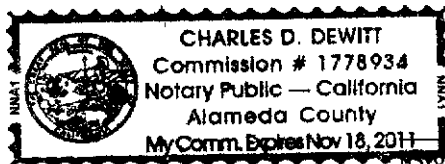
of TelCentris Communications, LLC
(Insert here the exact legal title or name of the Applicant)

that he has examined the foregoing application and that to the best of his knowledge, information, and belief, all statements of fact contained in the said application are true, and the said application is a correct statement of the business and affairs of the above-named applicant in respect to each and every matter set forth therein.


(Signature of affiant)

Subscribed and sworn to before me, a Notary Public by KRISTOPHER TWOMEY
(~~Title of person authorized to administer oaths~~)

in the State and County above named, this 5th day of JANUARY, 2009.





(Signature of person authorized to administer oath)